

## Strategic Business Plan FY 2002-2004

### Department of Human Services

The Department of Human Services provides quality-of-life support services to individuals and families within the District of Columbia that promote maximum self-reliance.

#### Issue Statements:

**Service Coordination:** The lack of coordination among internal and external entities affects the efficient and effective use of departmental resources to meet the multiple needs of families.

**Literacy:** The District's extremely high illiteracy rate is a significant barrier to the Department of Human Services' consumers achieving and maintaining self-reliance.

**Funding Resources and Client Services:** Changing demographics in the District of Columbia have an influence on the Department of Human Services' current allocation of resources that will potentially cause a rise, fall or shift of service needs for District of Columbia residents.

**TANF - Temporary Assistance to Needy Families:** Because the TANF cash assistance program is due for federal reauthorization during fiscal year 2002, the Department of Human Services must be poised to respond effectively to any potential budgetary and programmatic changes that the United States Congress enacts that will affect services to be provided to TANF consumers in fiscal year 2003, and those thereafter.

**Information Technology:** The lack of an integrated information technology system, with clearly defined standards and guidelines, limits the adequacy of information available to make timely, responsive management decisions.

**Agency Staffing:** A major challenge facing the Department of Human Services is attracting, retaining and developing skilled, innovative staff, which affects our ability to consistently provide quality services.

**Facilities:** The location, layout and inadequate maintenance of the Department of Human Services' facilities impede service delivery, increase the cost of operations and results in duplication of services.

**Service Delivery and Resources:** The incongruence between the structure of the service delivery system at the Department of Human Services with the appropriate and desired outcomes for customer's results in either inefficient use of resources, duplicative services or marginal service outcomes.